

E-04204A-06-0783



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59380

Date: 3/29/2007

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: **Walter & Susan** Last: **Walno**

Account Name: Walter & Susan Walno

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 86404

is: E-Mail

Utility Company: **Unisource \*\* Energy Services (UNS)**

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: [REDACTED]  
Sent: Thursday, March 29, 2007 12:57 PM  
To: Utilities Div - Mailbox  
Cc: [REDACTED]  
Subject: Docket # E-04204A-06-0783

I'm e-mailing you in regards to Docket # E-04204A-06-0783. My husband and I have resided in Lake Havasu City since 10/04/05. We moved here after we retired from our jobs of 38 years. We had our home built on a lot that we had purchased in 1990. Like a lot of folks here in Havasu, we are on a fixed income and the price of gasoline has caused the price of a lot of things to go up. I'm assuming this includes your proposal to increase our utility rates. We had heard that there had been a very large rate increase prior to us moving in and, now, a year and half later, you want to raise them again. The elderly are not the only ones this rate hike will hurt, it will also hurt the folks, with families, who are trying to make a go of it here in Havasu. With the wages being so low and there being no union's, the working folks and elderly will not be able to survive here in this town and will have to leave like so many others are already doing. Our wages and retirement incomes are not going up - it's getting more and more difficult to buy our medicines, pay doctor bills and buy food. As it is, we can't do any traveling because of the gasoline prices. We are being squeezed from every direction which includes the new sewage lines that are going in. Please do not hurt the folks that have the least....please do not raise our utilities.

Gratefully yours,

Walter and Suzan Walno  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission  
**DOCKETED**

**MAR 29 2007**

DOCKETED BY

ME

AZ CORP COMMISSION  
DOCUMENT CONTROL

2007 MAR 29 P 3:39

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

3/29/07 The following response was sent to consumers. Opinion filed in Docket No. E-04204A-06-0783. closed

Dear Mr. and Mrs. Walno,

My name is Carmen Madrid and I am a Public Utility Consumer Analyst for the Arizona Corporation Commission.

I am in receipt of your e-mail regarding opposition to any rate increase for Unisource Energy Services. Your e-mail will be filed in the original docket. The Commissioners and staff member involved in the case will receive a copy of your opinion.

If you have any questions you may contact the Commission at 1-800-222-7000.

Sincerely,  
Carmen Madrid  
Public Utility Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed: 3/29/2007**

**Opinion No. 2007 - 59380**

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E-04204A-06-0783

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59367

Date: 3/29/2007

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Wayne W.

Powell

Account Name: Wayne W. Powell

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Unisource \*\* Energy Services (UNS)

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: [REDACTED]  
Sent: Thursday, March 29, 2007 7:47 AM  
To: Utilities Div - Mailbox  
Subject: Unisource increase. Docket # E-04204A-06-0783

ACC:

In light of this proposed revenue increase proposed by Unisource Electric to be voted on in December I would like the Commission to look at what they have been calling a Fuel Surcharge adjustment or something to this affect that was over 21% about 4 years ago and is still a part of our present day billing. You can call it whatever you like but because of this Utilities oversight a few years ago we have had to endure the wrath of their mistake since that time and I would assume that they are asking an additional 5.43% above this already arbitrary inflated rate. I believe you know already my thoughts pertaining to this increase. I have no issues with a Utility needing an increase as I worked for one of the largest for 25 years. Either take off the previous Fuel increase tax that we all thought would be temporary or do not agree to pass this terrible piece of legislation.

I voted for most of you on this Commission and so, along with others will be watching the actions taken with this to see if it is just "rubber stamped" like most are done. Being taken is one issue but being taken outright is just unacceptable and you would feel the very same if you would care to jump on this side of the consumers fence.

We certainly hope that this Commission will look at the past records and increases allowed and make the appropriate decision based on these facts and not anything else.


Thank you in advance for listening and trying to reason this out for a positive result for the majority.

Regards,

Wayne W Powell  
[REDACTED]  
[REDACTED] (ic)

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/29/07 I contacted customer and informed him that his e-mail had been received and that it will be filed in the rate case docket. He appreciated the call acknowledging receipt of the e-mail. Closed

Filed in Docket No. E-04204A-06-0783

\*End of Comments\*

**Date Completed:** 3/29/2007

**Opinion No.** 2007 - 59367

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